

Evaluation Date	
Grade	6

JOB DESCRIPTION

Job Title:	Manager, Portobello Swim Centre	Reports to:	Head of Operations
Department:	Operations	Location:	Portobello Swim Centre
Work Pattern:	35.75 per week including evenings and weekends	Contract Status:	Permanent full-time

BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

JOB PURPOSE

You will lead and manage your team to ensure that your venue delivers a high quality customer experience within a safe environment. You will achieve the key performance objectives for your venue and deliver a venue work plan that continually improves on performance and service delivery.

You will play a role in driving improvements within Edinburgh Leisure and Operations by involving yourself in corporate and operational projects and working effectively with colleagues and stakeholders.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Lead, develop, support and manage your staff to ensure they are high performing, work effectively as a team and deliver our operational objectives.	20%
2. Deliver a high quality customer service and develop programmes and activities that are responsive to customer demands. Warrender has approximately 245,000 customer visits per annum. Ensure that your venue is safe and well presented.	20%

3. Create and deliver an annual budget for your venue balancing commercial activity with the needs of the community. Monitor and review all performance information and identify trends to develop areas of success, support business opportunities and take effective action to resolve underperformance and improve overall performance.	20%
4. Create an annual workplan for your venue that improves on financial performance and service delivery and achieves EL's business objectives. You lead/manage your team to achieve the actions and objectives.	20%
5. Establish effective working relationships across EL and be actively involved in projects and working groups to ensure delivery of objectives and improve service delivery across EL.	10%
6. Manage effective working relationships with key stakeholders to ensure that their expectations are understood and managed effectively. This includes working with swimming clubs and the local community.	10%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	35 staff, 27.25 FTE
Salary bill for all staff reporting:	£522k
Responsibility for finance and level of financial control:	£109k
Responsibility for Physical Resource:	Ensuring the venue and its content are secure and maintained in a fit for purpose condition.
Responsibility for Data and Information:	Access to personal information for staff and customer. Access to sensitive business information. Confidentiality is required.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<p>You are responsible for the overall operation of your venue ensuring it is safe and fit for purpose. You provide leadership and guidance to your staff.</p> <p>You are responsible for implementing the standards and procedures that are required within your venue, sharing best practice and achieving a high quality and consistent service delivery. You will continually look to improve the service delivered to your customers. You are responsible for the delivery of the venue workplan and agreed key performance objectives.</p> <p>You will lead, manage and support corporate and facility projects, working with people across EL to deliver these projects on time and on budget.</p>

You are responsible for:

- staff performance
- staffing and resourcing requirements
- health and safety
- customer comments and complaints
- relationships with key stakeholders
- managing expenditure

You will use your professional expertise and knowledge to make decisions within your area of responsibility. You are responsible for your own workload and for the allocation of resources within your team. You report to a Head of Operations who will support you in developing your venue, problem solving and tackling issues.

Communication & Representing The Organisation

You are an ambassador and role model for the delivery of a great customer service. You represent EL throughout all your work. You will share messages in ways that are appropriate to the audience, ensuring that messages are clear and understood.

You are expected to lead, inspire and engage with staff. You will use a broad range of communication skills and approaches to engage your staff and colleagues in achieving your performance objectives, delivery of the annual workplans and the purpose, vision and values of EL. You will provide clear and constructive feedback to your staff to ensure that they understand what is expected of them.

You will develop and manage effective relationships across EL to ensure that good working relationships are in place, ensuring that any issues are raised and dealt with effectively.

You will create and maintain relationships with stakeholders including partners to influence and persuade on issues that impact on customer operations.

Safeguarding Our Customers

As the manager, you are responsible for ensuring your venue is safe and fit for purpose. You are responsible for implementing EL's Health and Safety Policy at your venue and ensuring that established procedures and safe working practices are adhered to. You are responsible for creating an annual Health and Safety Plan for your venue and responding to health and safety concerns/issues when they arise.

You must ensure that your staff are properly trained and receive the support needed to meet their responsibilities. You should ensure that necessary consideration is given to the requirements of the Health and Safety Policy.

You will take an active role in developing EL's safety procedures.

Problem Solving

You are expected to solve problems through thorough analysis of various sources of information. There will often be a number of options available and you will have to use professional judgement and expertise to resolve issues.

There are occasions when your judgement will be based on a best fit of the available information and resources, and you will have to refer to your own knowledge, expertise and experience.

You are expected to analyse a wide variety of management information to determine the actions that you and your team need to take to achieve and improve performance and the customer experience. You need to be able to quickly spot trends, develop business opportunities and address areas of underperformance to ensure performance objectives are achieved.

Impact On Organization

You are responsible for the delivery of services by your venue, meeting the key performance objectives and achievement of the annual workplan.

You must build on the success of your venue by continually looking for ways to improve performance and service delivery to support EL's overall objectives.

JOB DEMANDS

Physical	This role is mainly office/venue based with a combination of desk based work and meetings with a requirement to travel to other sites. You are expected to be in and around your facility interacting with staff and customers. There is a requirement to work flexibly, including evenings and weekends.
Mental	This role requires drive and commitment, leadership and analytical skills. You are expected to plan ahead, to ensure the success of your venue. This post requires the ability to manage several tasks at the same time involving concentration and attention to detail (e.g. refurbishment projects). There will be some unplanned work and, at times, you will need to respond to unforeseen situations and issues and reprioritise accordingly.
Emotional	This post can involve dealing with difficult emotional situations such as a serious accident or incident involving staff and/or customers. You will have to resolve issues requiring a professional, positive and resilient perspective to be maintained at all times. You are expected to make and implement difficult decisions, adjusting your message to suit the needs of a variety of audiences including customers and staff e.g. conflict resolution, performance management and decisions that result in disciplinary action or redundancy.
Environmental	The role will be office based, with an expectation to be visible within the centre. There will be some travel to other EL locations.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	Demonstrated Continuing Professional Development through formal training, qualifications or appropriate experience.	Qualification in sport and leisure management IOSH Managing Safely
Knowledge and Experience:	<p>Relevant and proven experience of working in the sport and leisure operations environment or equivalent.</p> <p>Experience of effectively leading a team of staff.</p> <p>Knowledge and understanding of customer service, venue operations and health & safety</p> <p>Experience of delivering successful outcomes through effective leadership of a team.</p> <p>Experience of managing budgets, meeting targets and developing a service.</p> <p>Experience of building good working relationships, internally and externally.</p> <p>Must know and be able to use a wide variety of communication tools and techniques.</p>	<p>Experience of managing a centre within a sport and leisure environment</p> <p>Experience of working with sports clubs and community groups</p>
Additional Requirements (e.g. competencies)	Leadership by Everyone, Supervisor and Manager	

DISCLOSURE/PVG REQUIREMENTS

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed

Date